

INFORMATION

EXCHANGE

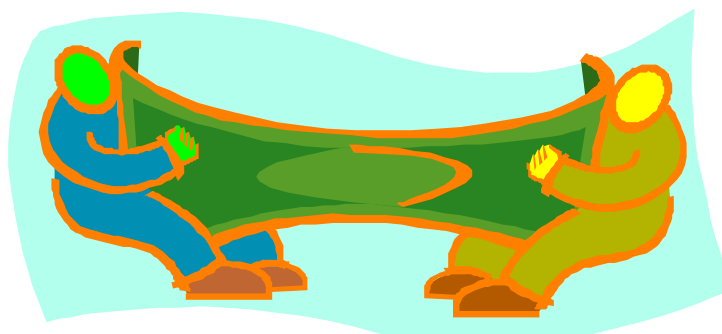
August 2004

Resources for Workforce Development Programs

Contents

Workforce Development Update	2
Mark Your Calendars	3
Department of Rehab Training	3
Career Development Conference	3
Tulare County WID Offers Technology of Participation	3
Promising Practices Website	4
Quick Statistics Available on EDD Home Page	4
New E-Newsletter Devoted to Assisting Youth with Disabilities	4
Workforce Tools of the Trade - Online Coach	4
South Bay Business Services	5
DOL Grants Awarded to Train Biotechnology Workers	5
Check It Out!	6
August Calendar	7

If You're Trying to Stretch Those Training Dollars...



Call the Employment Training Network!

The Employment Training Network (ETN) can take some of aches out of your budget! We can provide assistance with training fees and travel expenses to help get your Workforce Investment Act programs back in shape!

We maintain a database of on-call consultants who, with no strain or pain, will come to your agency and offer assistance with programs currently operating or help develop new ones.

You may also take advantage of our free lending library. We have materials available for loan on a wide variety of workforce development topics. (See Page 6)

The ETN can also reimburse travel fees if you are interested in visiting another program to learn about their operation first hand!

Call the ETN, (916) 654-8896, we can help strengthen your programs!



ASSOCIATION OF CALIFORNIA SCHOOL ADMINISTRATORS

Workforce Development Update

Capacity Building Unit - Two New Workshops You Won't Want to Miss!

The Capacity Building Unit (CBU) of the Workforce Investment Division provides staff development training and technical assistance to the workforce community at no cost to the requesting agency.

The CBU curriculum is focused on the Workforce Investment Act (WIA). Courses are listed in the CBU Catalogue located at: www.edd.ca.gov/wiarep/wiacat.htm. Please consult the Training Calendar at www.edd.ca.gov/wiarep/wiacal.htm for the most current schedule.

Two of the newly added courses you won't want to miss are described below:

Exit Strategies Workshops

Do you want to maximize your performance outcomes?

Do you have a strategic service strategy to achieve performance goals?

Would you like to minimize or significantly reduce unwanted exits?

If you answered YES to any of these questions, then the Workforce Investment Division's Capacity Building Unit can help!

We provide two Exit Strategies training sessions, one for Adult and Dislocated Workers and the other for Older and Younger Youth. Both sessions are designed to enhance service delivery and maximize performance outcomes.

The primary emphasis is to think outside the box in formulating service strategies that will engage job and education seekers in the cycle of WIA services during and after program participation. Workforce investment practitioners will receive tools, techniques and strategies to improve current case management systems.

In addition, these sessions will take a look at the new Soft Exit JTA SYSTEM CHANGE that will automatically exit clients who have not received services for 150 days. This is significantly important due to the potential for large numbers of untimely exits that could ultimately result in negative performance outcomes.

Local Workforce Investment Areas or One-Stop Career Centers interested in hosting the WIA Exit Strategies workshop may contact Rick Record at (916) 653-5244 or e-mail at hrecord@edd.ca.gov.

Let's Talk Business Workshop

This workshop will emphasize the need for Local Workforce Investment Areas, One-Stop Career Centers and other workforce development partners to be more proactive and responsive to business needs in their local labor market areas.

The workforce development environment is facing bold challenges from reauthorization to privatization, as well as budget reductions and proposed changes to performance outcomes. Therefore, it is imperative to step out of the "comfort zone" of doing business as usual and take a big picture view of the workforce development system and modify approaches to be more effective and efficient in brokering the service needs of the local labor market.

The future calls for utilizing strategies, tools and techniques for merging economic development goals with workforce development efforts to sustain and expand business growth and cultivate quality employment opportunities.

Local Workforce Investment Areas or One-Stop Career Centers interested in hosting the Let's Talk Business workshop may contact Susan Moore at (916) 657-0210 or Rick Record at (916) 653-5244, or e-mail at hrecord@edd.ca.gov.

Training Opportunities

Mark Your Calendars!

California Workforce Association (CWA) - *Meeting of the Minds in Monterey - The Whole Elephant*
September 7 - 9, 2004 - Monterey, CA

www.calworkforce.org

State of New Jersey/Global Skills Exchange (GSX) - *FOCUS 2004-Beyond Education and Training*
October 5, 6, & 7, 2004- Atlantic City, NJ

www.focusonskills.info

National Congress for Community Economic Development (NCCED) Annual Convention
October 6-9, 2004 - Washington, DC
(202) 289-9020 or (877) 44-NCCED

conferences@ncced.org

California Workforce Association (CWA) and Robbin and Associates - *From Pink Slip to Paycheck, Success with Dislocated Workers!*
October 14, 2004-Oakland, CA

www.calworkforce.org

California Workforce Association (CWA) and Robbin and Associates - *Innovative Ways to Manage Large Caseloads and Customer Flow!*
November 18, 2004 - Oakland, CA

www.calworkforce.org

California Workforce Association (CWA) and Robbin and Associates - *How to be Successful with the Hard-to-Employ!*
December 2, 2004 - Sacramento, CA

www.calworkforce.org

Department of Rehabilitation Training Available

The Disability Access Section (DAS) of the Department of Rehabilitation (DOR) provides services regarding disability awareness and program and physical access at the One-Stop Career Centers. DOR offers free training and consulting services to One-Stop Career Center staff and partners through an Interagency Agreement with the Employment Development Department.

For additional training information, please contact the DAS Training Coordinator, Bobby Aglubat at (916) 263-8695 or email at dastraining@dor.ca.gov.

Career Development Conference

The International Career Development Annual Conference will be held in Sacramento this year on October 27-31, 2004.

The conference program includes the following summary of the seminar: "The popularity of such shows as *The Apprentice* and *The Restaurant* raise the question: Could career exploration be the next hot trend on television? Career-related television programming formats tried since 1985, including job listings on cable channels, job telethons, and news magazine shows with job search and career management advice, produced mixed results. A panel of experts representing media, human resources, and career and job search counseling will show past programming examples and consider the possibilities of a national career television channel. Has the time arrived for The Career Channel to take its place next to The Food Channel?"

In keeping with the conference theme, Richard Katz, CEO of HR Management Services (HRMS), and publisher of NetAssets, has been selected to present at the conference on Friday, October 29, 2004.

As an early adopter in the production and airing of employment television programming, Richard's presentation entitled *The Apprentice-What's Next?* will help put the future of this medium into focus.

Participants at this conference will also learn about the latest in career development and job search techniques from professional career counselors.

More information on the International Career Development Annual Conference can be found at www.careerccc.com. Visit www.hrms.net to learn more about HR Management

Tulare County WID Offers Technology of Participation

The Tulare County Workforce Investment Department Professional Development Center is offering a two-day training to be held on October 12-13, 2004 in Visalia, California. This training is designed for those responsible for leading, facilitating, or managing a team or group. You will learn three proven processes to engage active participation, increase team investment and build group consensus. For more information, please contact Ruth Medlin at (559) 713-5236.

On the Web

Promising Practices Website

Visit the Promising Practices website and find the nation's foremost research and reference resource for innovative and continuous improvement practices in workforce development!

Located at www.promising-practices.org/, this website was developed by and for local, state and federal workforce professionals and other public and private sector partners involved in America's Workforce Network. A national

consortium is guiding the development of this website to ensure quality and consistency in collecting and disseminating Promising Practices and related materials. We constantly are adding to and improving the site, but most features have been populated and are available for your use.

All Promising Practices website features are available at no charge to the user.

Quick Statistics Available on EDD Home Page

There is a new feature now available on the Employment Development Department (EDD) homepage, "Quick Statistics."

This link provides customers with quicker access to important statistics about EDD's programs and services.

The new web page features some of the most frequently requested statistics including the number of unemployment insurance and disability insurance claims filed,

payroll taxes collected, and number of registered jobseekers in CalJOBS, etc.

In addition, the page includes data definitions, historical information, charts, and graphs. The statistics will be updated as new data are produced.

To access the page, go to the EDD web site at www.edd.ca.gov and click "Quick Statistics" under the "Top Links" section on the right side of the page.

New E-Newsletter Devoted to Assisting Youth with Disabilities

Intersection: Navigating the Road to Work, is the new free electronic newsletter of the National Collaborative on Workforce and Disability for Youth (NCWD/Youth).

The newsletter and the NCWD/Youth website offer information to improve services to youth and especially

youth with disabilities. The newsletter can be accessed by visiting www.ncwd-youth.info/intersection/.

The NCWD/Youth website, located at www.ncwd-youth.info/index.html, also includes useful information for youth with disabilities, families of youth with disabilities, youth service providers, employers and policymakers.

Workforce Tools of the Trade - Online Coach

Interactive online "coaches" are now available to help your customers to make informed career decisions.

The CareerOneStop Coach guides users through the Department of Labor's CareerOneStop web sites. The CareerOneStop Coach identifies common issues or problems facing jobseekers, workers, and employers and provides interactive step-by-step instructions to help users find answers or related information using the CareerOneStop E-Tools.

The Staff Coach will provide a list of customer scenarios to choose from. Then the front-line staff will be lead through a series of CareerOneStop E-tools. "Tips" on how these tools may be used with the customer are also available.

Visit www.workforcetools.org/online_coach.asp to find these very helpful One Stop guides.

The South Bay Business Resource Network

This is a continuation of the article we printed in the June issue of the Information Exchange on the South Bay Workforce Investment Board's remarkable new program.

In 2002, the South Bay Workforce Investment Board (SBWIB) set out to organize a business services program built upon its own experiences in working with employers, those of an array of public and private partners, and primary research on One-Stop business services in which SBWIB was involved whose findings were reported by the California Workforce Association to the U.S. Department of Labor. According to SBWIB Executive Director Jan Vogel, "Our approach in developing the South Bay Business Resource Network (the *Network*) was somewhat non-traditional in that we looked at the strengths, resources and capabilities of our partners as those one might find in a large corporation with multiple specialty divisions and access points. Our initial goal in forming the *Network* was to help our partners understand the need to coalesce into a single, voluntary collaborative based upon a common set of values and priorities, methods of service delivery, and support systems. Guided by the expertise of Milt Wright and Associates, which facilitated most of our planning sessions, some of which sponsored by the California Employment Training Network, we believe we have achieved our initial goal and look forward to fully implementing the *Network* in the summer of 2004."

Four key measures of success will help the *Network* evaluate the extent to which it is meeting the needs of its customers annually and set goals for succeeding performance periods. The measures are:

- *Cost Savings Per Hire (annual monetary value of Network staffing services)
- *Customer Satisfaction (annual rate of customer satisfaction with Network services)
- *Sales (total service units provided by the Network)
- *Customer Loyalty (increase in the number of repeat Network customers)

Marketing and outreach will be conducted through common media efforts and standardized marketing tools such as public service announcements, ad placements, and promotional brochures. Based on business location and/or activity, customer traffic will be channeled by a centralized, automated phone attendant to South Bay Business and Career (One-Stop) Centers located in Hawthorne, Gardena, Redondo Beach, Westchester and Inglewood. A cadre of Business Services Representatives (one from each partner)

will take Resource Orders from customers and coordinate to fulfill business needs. Fulfillment credits will be assigned to appropriate partners.

For additional information please call Jan Vogel, Executive Director or Robert Mejia, Employment Services Manager at the South Bay Workforce Investment Board at (310) 970-7700. You can also obtain information on the *Network* at www.southbayresource.net.

Grant Award

DOL Grants Awarded to Train Biotechnology Workers

Congratulations to the Alameda Workforce Investment Board and the San Diego Workforce Partnership!

The Department of Labor (DOL) recently announced two grants totaling \$4.5 million to train biotechnology workers in the San Francisco Bay area and the greater San Diego area. The grants are part of a \$17.2 million national effort, developed under the President's High Growth Job Training Initiative, which is a strategic effort to better prepare workers to take advantage of new job opportunities in high growth sectors of the economy.

A two-year, \$2 million grant to the Alameda Workforce Investment Board (WIB) will allow collaboration with the San Mateo WIB to expand and refine a successful pilot conducted in San Mateo County, to train 150 entry-level biotech manufacturing technicians, and retrain 40 engineers dislocated from the airline, aerospace, and IT sectors, to fill positions in facilities management, quality control, and project engineering.

A two-year \$2.5 million grant awarded to the San Diego Workforce Partnership will be used to establish a clearinghouse of biotechnology industry labor market information, and to develop internships for high school through post-doctoral students to provide hands-on, industry-standard, career ladder learning opportunities. Grant funds also will be used for an externship program to provide opportunities for teachers to learn about education and skill requirements directly from area biotechnology employers.

For more information about the President's High Growth Training Initiative, visit www.workforceatm.org/articles/template.cfm?results_art_filename=sanfrangrant.htm.

Check It Out!

The resource materials listed below are available for loan from the ETN library. Please leave a message at (916) 654-8386 with your requests. Available items will be shipped within 24 hours of request. If an item is already checked out, you will be placed on a reserve list.

EX-OFFENDERS

9 to 5 Beats Ten to Life, How to Prepare for Employment on the Outside While Inside, 9 to 5 Productions (Video) (J2185-AV)

Out for Good!, What it Takes to Stay Out of Prison, 9 to 5 Productions (Video) (J2184-AV)

Post-Prison Blues: Adjusting Your Relationships with Family, Friends, and Yourself, JIST Works, Inc. (Video) (J2154-AV)

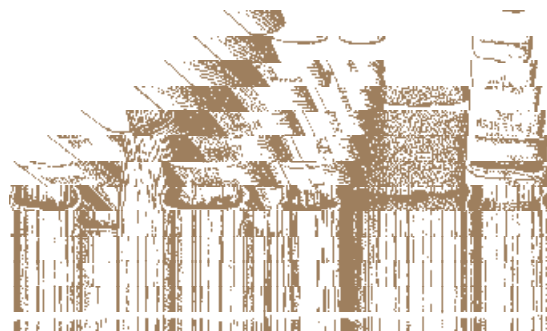
After Prison: How the Ex-Convict Can Find a Place to Live, Get Work and Stay Straight, JIST Works, Inc. (Video) (J2153-AV)

Putting the Bars Behind You, JIST Works, Inc. (Video) (J1636-AV)

HIGH-RISK YOUTH

Job Smarts, 12 Steps to Job Success, Second Edition, JIST Works, Inc. (J2275)

Makin' It, The Hip-Hop Guide to True Survival, Youth Development and Research Fund (J2241)



A Mentor Active Approach to Reclaiming Youth at Risk, Dare Mighty Things, Inc. (Audiocassettes & Kit) (J2152-CA)

At the Table: Youth Voices in Decision Making, National 4-H Council & Innovation Center for Community and Youth (J2218-AV)

Listening to Young People, Youth On Board (J2116)

Leading a Youth Worker Resource Group, Youth On Board (J2115)

Tips from Young People on Good Youth/Adult Relationships, Youth On Board (J2114)

14 Points: Successfully Involving Youth in Decision Making, Youth On Board (J2113)

The Directory of Programs for Students at Risk, Eye On Education (J2052)

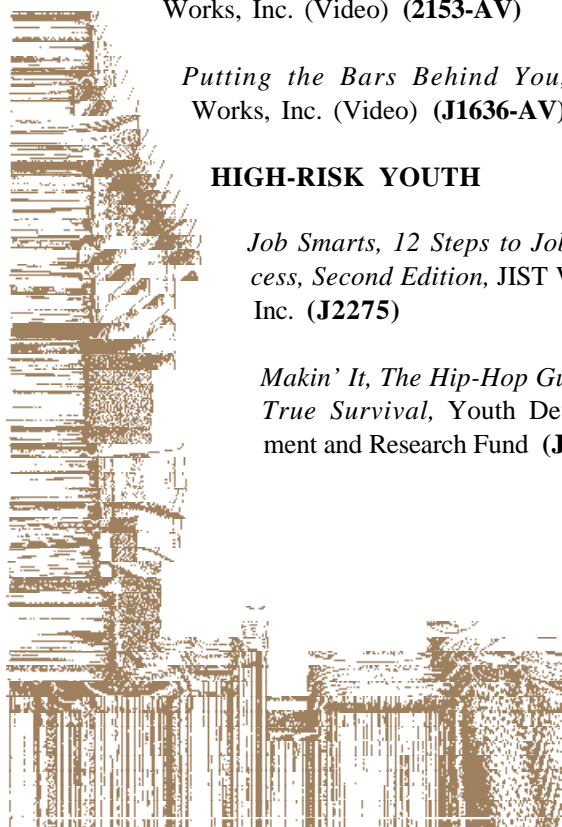
Strategies to Help Solve Our School Dropout Problem, Eye On Education (J2051)

JOB RETENTION

Hard Work on Soft Skills, Creating a "Culture of Work", Working Ventures (Video) (J2237-AV)

Survival Skills in the World of Work, Third Edition, J. Weston Walch Publishers (J2208)

Necessary Skills for the Workplace: What Your Mother Never Told You About Preparing for a Job, LINX Educational Publishing, Inc. (Video) (J2186-AV)



August 2004

<i>Monday</i>	<i>Tuesday</i>	<i>Wednesday</i>	<i>Thursday</i>	<i>Friday</i>
2	3	4	5	6
9	10 <div style="border: 1px solid black; padding: 2px; margin-bottom: 2px;"> WIA Performance Management - Adults <i>San Bernardino-</i> <i>(909) 381-7916</i> </div> <div style="border: 1px solid black; padding: 2px;"> One-Stop Connection <i>Los Angeles City-</i> <i>(213) 485-0926</i> </div>	11	12 <div style="border: 1px solid black; padding: 2px; margin-bottom: 2px;"> WIA Exit Strategies - Youth Participants <i>San Bernardino-</i> <i>(909) 381-7916</i> </div> <div style="border: 1px solid black; padding: 2px;"> One-Stop Connection <i>Los Angeles City-</i> <i>(213) 485-0926</i> </div>	13
16	17	18	19 <div style="border: 1px solid black; padding: 2px;"> WIA Exit Strategies - Adults & Dislocated Workers <i>San Bernardino-</i> <i>(909) 381-7916</i> </div>	20
23	24	25	26	27
30	31			

*Training in shaded boxes conducted by the Capacity Building Unit - www.edd.ca.gov/wiacal.htm

INFORMATION EXCHANGE

EMPLOYMENT TRAINING NETWORK

c/o EDD/WID

PO Box 826880 MIC 69
Sacramento, CA 94280-0001

THE EMPLOYMENT TRAINING NETWORK *Resources for Workforce Investment Act (WIA) Programs*

Information Exchange is published bi-monthly by the Employment Training Network under the auspices of the Association of California School Administrators (ACSA), Foundation for Educational Administration (FEA). Funding is provided by the Employment Development Department, Workforce Investment Division (EDD/WID). The contents of this newsletter do not necessarily reflect the position and/or policy of the EDD/WID or ACSA, FEA which administers the Employment Training Network. Comments may be directed to Diane Coad, Editor, Employment Training Network, c/o EDD/WID, P.O. Box 826880, MIC 69, Sacramento, CA 94280-0001; Email - dcoad@edd.ca.gov; Internet site: www.trainingnetwork.org

The Employment Training Network is an information dissemination project which provides one-to-one consultations, staff workshops and resources exclusively for California's Workforce Investment Act (WIA) programs. Through statewide networking, the Employment Training Network staff is able to offer diverse technical services using consultants in a variety of areas. Local Workforce Investment Area (LWIA) staff may benefit from the following services:

- **consultant services** - to enhance staff's skills, knowledge, and motivation
- **program site visits** - staff reimbursement provided for travel expenses
- **resource library** - up-to-date books, manuals and videos in a multitude of topics on loan for three weeks
- **referrals** - to other employment and training programs
- **Information Exchange newsletter** - informative newsletter announcing upcoming workshops, new resources, etc.

The Employment Training Network technical assistance services are available upon request to LWIA staff members or contractors operating LWIA programs. ETN staff: Diane Coad, Project Manager and Janine Cota, Administrative Assistant. **WIA funded agencies may receive Employment Training Network services by calling (916) 654-8896.**

EDD is an equal opportunity employer/program.